

AVENUES

The Accenture Virtual Experience Solution:
Immersive learning for workforce
transformation



AVENUES is our award-winning workforce transformation tool that leverages VR to better prepare public service employees for their jobs. It has shown efficacy in reducing turnover and in improving interpersonal skills so desperately needed in the age of GenAI.

We now have 15 modules for use across the public sector including public safety, health, mental health, child-care, social services and child welfare. **AVENUES** has powerful implications in the hiring and training process. For the applicant, it can help affirm that they are ready to learn how to do this work, give them an opportunity to self-select and build essential skills. It provides employees the chance to develop crucial skills in a safe environment, away from the frontline.

The AVENUES Learning Method

IMMERSION

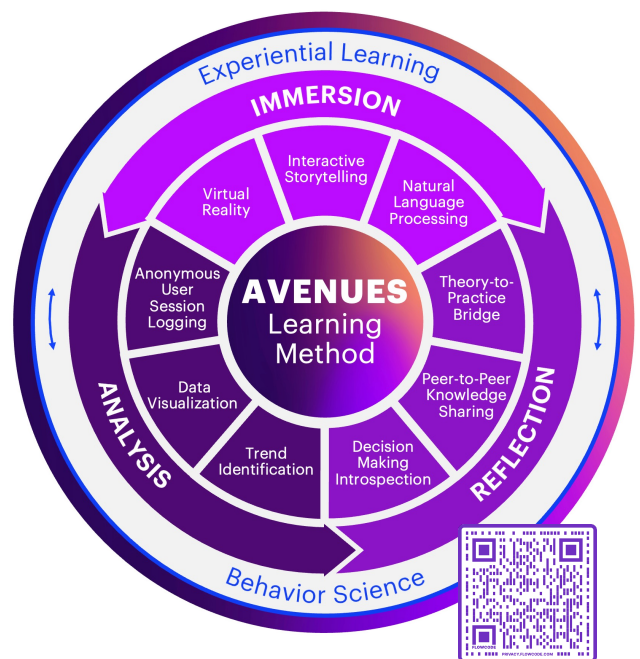
AVENUES immerses users into highly realistic scenarios designed to replicate a real-world experience. It uses actors, not avatars, in voice-activated experiences that feel so real the users have the sense that they are interacting with actual people in a problem-solving situation.

REFLECTION

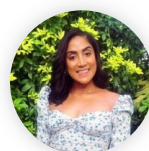
Groups of users are brought together in carefully curated seminars. These interactive workshops prompt reflection about how each user behaved in the headset and create an opportunity for users to learn from one another.

ANALYSIS

Finally, **AVENUES** is maintained on a platform that leverages user analytics. This gives us the ability to see how large groups of people are behaving in the headset and drive future learning agendas.



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AVENUES for Healthcare

Accelerating the pace with which health care practitioners become seasoned decision makers



In health care, no training can be too practical, too immersive or too close to the real thing. It takes years for health professionals to build a deep bank of experience and confidence to support them in making the tough decisions they are faced with every day—decisions that have a profound impact on the safety and well-being of people they serve.

AVENUES provides health care organizations with training that will effectively prepare health professionals for frontline work, increasing skills in building patient relationships, interpreting information patients share and improving practice on some of the most challenging interpersonal aspects of modern-day health care practice.

ANDRÉS

An opportunity for health providers to improve their working partnerships with their patients. Users will explore what issues could be at play, apart from what a patient reports, while strengthening their relationship building and active listening skills.



SAM

An opportunity for health providers to improve their ability to discern pain levels in telehealth appointments. Various outcomes will underscore the role that bias can play in our assumptions about a person's pain tolerance and believability.

JESSICA

An opportunity for health providers to reduce maternal mortality rates among Black women. Users will interact with a pregnant woman in crisis and explore the role that bias plays in decision making, while also building empathy in a challenging situation.



To learn more, visit: www.accenture.com/AVENUES

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